

ABSTRACT

Disclosed is a method for distributing customer contacts to a transaction processing entity of a transaction processing system. The method includes determining a media type for a customer contact in the transaction processing system and finding a transaction processing entity that is capable of handling the media type. In addition, the method includes routing the customer contact to a transaction processing entity that is capable of handling the media type. In one embodiment, a transaction routing table is used to perform the distribution of customer contacts. It is emphasized that this abstract is provided to comply with the rules requiring an abstract that will allow a searcher or other reader to quickly ascertain the subject matter of the technical disclosure. It is submitted with the understanding that it will not be used to interpret or limit the scope or meaning of the claims. 37 CFR 1.72(b).